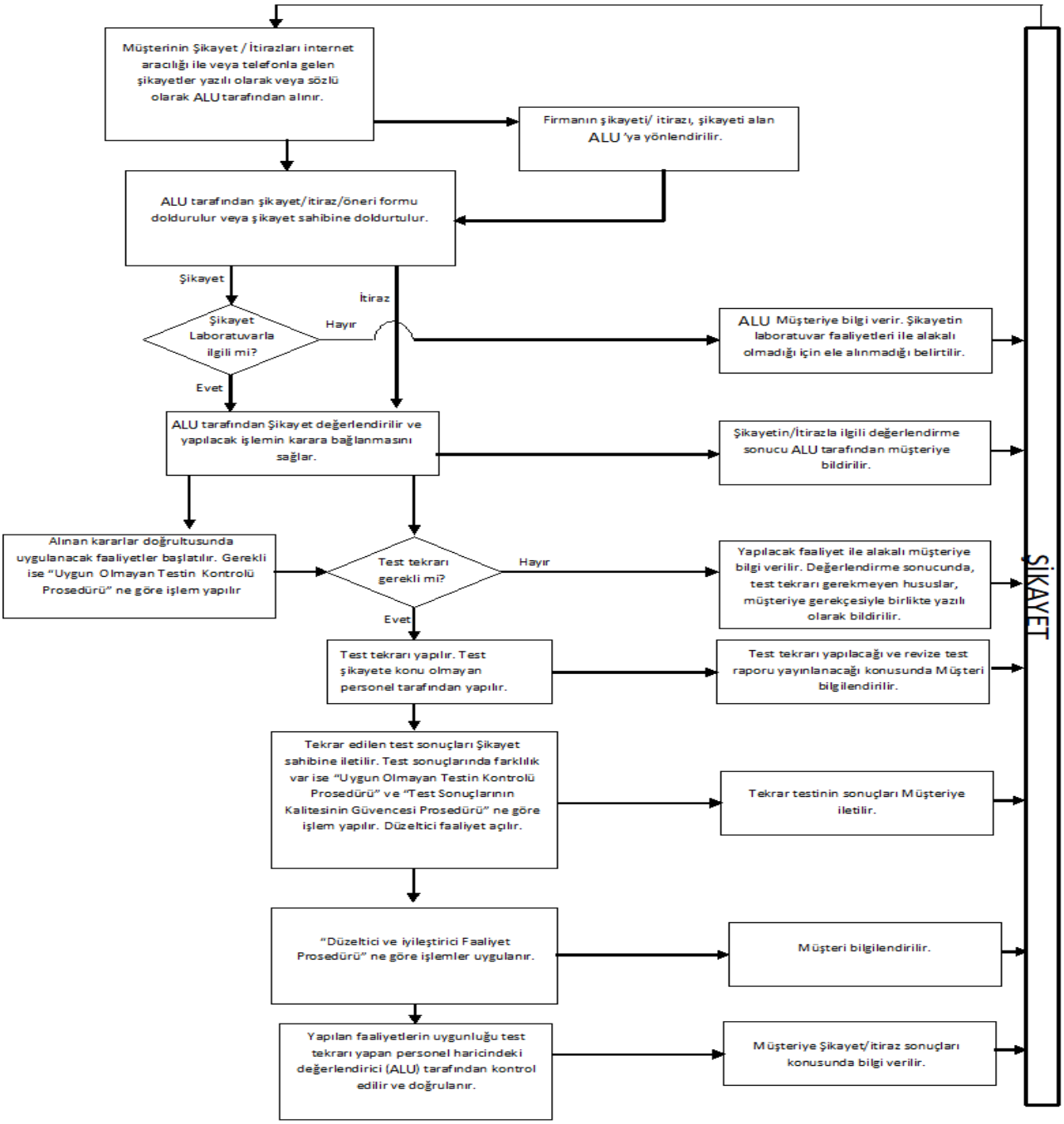## Şikayet Prosesi